



**COUNTY OF SAN DIEGO**

Great Government Through the General Management System – Quality, Timeliness, Value

**DEPARTMENT OF HUMAN RESOURCES**

**CLASS SPECIFICATION**

**UNCLASSIFIED**

**VETERANS SERVICE OFFICER**

**Class No. 000351**

**■ CLASSIFICATION PURPOSE**

To plan, direct, and organize the activities of the County's Veterans Services Office providing advocacy and assistance to veterans and their dependents; and to perform related work as required.

**■ DISTINGUISHING CHARACTERISTICS**

This is a one-position, unclassified management class allocated only to the Health and Human Services Agency. The incumbent has significant responsibility for formulating policy and managing the activities of the Veterans Services Office providing advocacy, assistance, and representation to the County's veteran population and their dependents.

**■ FUNCTIONS**

**The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Plans, directs, organizes, and coordinates the activities of the Veterans Services Office providing advocacy, assistance, and representation to the county's veteran population and their dependents.
2. Formulates and implements policies on county veterans' services.
3. Directs staff in establishing and maintaining contact with veterans and dependents.
4. Develops and implements policies and procedures governing the activities of the Veterans Services Office.
5. Analyzes and determines the impact of new/revised federal and state legislation or regulations regarding veteran assistance programs.
6. Administers contract agreements with the state veterans office.
7. Identifies operational problems and develops solutions.
8. Prepares and gives presentations on veterans' programs and issues to the Board of Supervisors, outside agencies, and the public.
9. Acts as liaison with veteran organizations and federal, state, and local agencies to promote and protect veteran interests and to resolve individual problems.
10. Participates on councils, committees, or task forces that develop special interest programs for veterans and dependents.
11. Prepares reports and correspondence.
12. Performs special studies and projects as assigned
13. Supervises subordinate staff.
14. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge of:

- Federal, state, and local legislation, codes, regulations, and programs related to veterans' benefits and assistance programs.
- Policy/procedure development and implementation related to the administration of veteran advocacy and assistance programs.
- Community resources available to veterans.
- Techniques and methods of interviewing, counseling, and guidance.
- Current veteran community issues and concerns.
- Principles of supervision, training, and general administration.
- The General Management System in principle and in practice.
- County customer service objectives and strategies.

### Skills and Abilities to:

- Plan, direct, organize, and coordinate the activities of the Veterans Services Office.
- Direct staff in establishing and maintaining contact with veterans and dependents.
- Develop and implement policy and procedures governing the activities of the Veterans Services Office.
- Analyze and determine the impact of new/revised federal and state legislation or regulations regarding veteran assistance programs.
- Administer contract agreements with veteran agencies.
- Identify operational problems and develop solutions.
- Prepare and give presentations on veterans programs and issues to the Board of Supervisors, outside agencies, and the public.
- Prepare reports and correspondence.
- Supervise and train the work of subordinate staff.
- Establish and maintain contact with veterans and dependents, governmental agencies, and the public.
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others and reading and writing.
- Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capacities.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: five (5) years of experience providing counseling and guidance to active duty military and/or veterans to determine eligibility for veterans benefits and assistance programs. Previous experience must have included three (3) years of management experience in planning, directing, and coordinating the activities of a military governmental or veterans services office.

**Note:** The possession of an honorable discharge (DD214) from any branch of the United States Armed Forces is mandatory, and must be included with the employment application for this classification.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

### Certification/Registration

None Required.

### Working Conditions

Office environment; exposure to computer screens.

### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

**Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).**

**New: December 23, 1986**  
**Revised: May 4, 1993**  
**Reviewed: Spring, 2004**

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Veterans Service Officer (Class No. 000351)

Union Code: UM

Variable Entry: Y